GOVERNMENT OF INDIA
CIVIL AVIATION
LOK SABHA

UNSTARRED QUESTION NO:3282
ANSWERED ON:10.08.2015
Landing Announcement Ignored by Air India Pilot
Maragatham Smt. K.

Will the Minister of CIVIL AVIATION be pleased to state:

(a) whether there has been a recent incident wherein the commander of Air India Flight from Riyadh to Mumbai forgot to alert the crew to take their seats before making touchdown thereby causing injuries to them;

(b) if so, the details thereof along with the standard operating procedures for landing announcement;

(c) whether the Government has ordered an inquiry into the incident;

(d) if so, the details and the findings thereof; and

(e) the steps taken by the Government to prevent recurrence of such incidents in future?

Answer

Minister of State in the Ministry of CIVIL AVIATION

(Dr Mahesh Sharma)

(a) and (b): Yes, Madam. There was an incident to Air India Boeing 777 aircraft VT-ALT while operating flight AI-922 of 28-06-2015 on the sector: Riyadh-Mumbai. There were minor injuries caused to one crew due to slight turbulence in the approach phase of the flight. Standard Operating Procedure (SOP) for landing announcement is annexed.

(c), (d) & (e): Yes, Madam. Investigation of the incident has been carried out.

Salient findings of the incident are as follows:
1) Commander had given preflight briefing before departure at Riyadh to all Cabin Crew to follow Seat Belt Sign "ON" procedure. While
descending into Mumbai, Seat Belt Sign were put "ON" at FL150, due to light turbulence. However, Captain missed out the announcement regarding turbulence, when seat belt signs were put "ON".

2) Cabin Crew took more time to secure the cabin and could not occupy Jump seat in time as, because of Ramzan many passengers had late meals.

Based on the investigation, the following recommendations / corrective actions have been taken :
1) Issue of advisory to all pilots to make turbulence announcements when seat belt signs are put "ON" and to make entry of such occurrence in the sector page of Tech Log.

2) An advisory to cabin crew to follow Captain"s preflight briefing and remain seated during turbulence and when seat belt signs are put "ON".

3) Counseling of concerned pilots and cabin crew for adherence to the SOP.

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